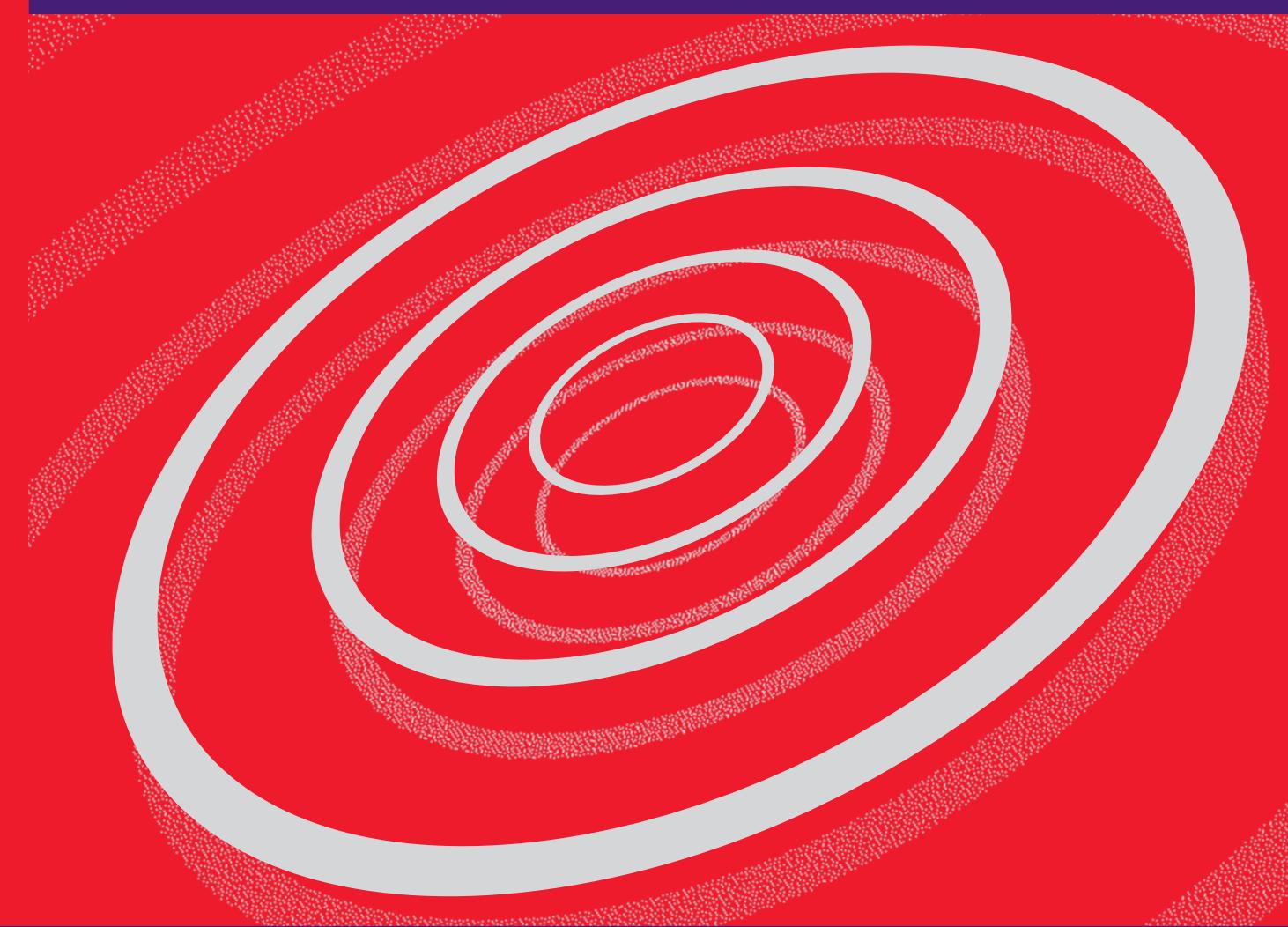


# COMPAQ



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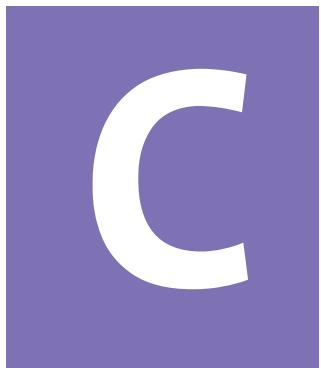
**COMPAQ**

[www.compaq.com](http://www.compaq.com)

*Home Internet Appliance - Getting Started*

**msn**

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## **Appendix**

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# 1

# Introduction

## In This Chapter

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**Where Can I Find More Information?, 1-8**

Congratulations on the purchase of your new Home Internet Appliance! The Home Internet Appliance brings the convenience and utility of the Internet and of e-mail right to your fingertips.

Stay in touch with family and friends, get the information you need

when you need it, shop from the convenience of your home, and keep informed about the community and the world. Your Home Internet Appliance automatically updates periodically, ensuring the best user experience available. In fact, your Home Internet Appliance actually will get better over time!

This guide will help you:

- Get acquainted with the features of your Home Internet Appliance.
- Maintain your Home Internet Appliance and solve problems if they occur.



# Who Should Read this Guide?

This guide is designed for people who are just beginning to investigate the Internet and the convenience of e-mail.



## See also ...

*For more information, see online Help.*

**Note:** The Internet is constantly changing. The images of Web pages found throughout this guide are for demonstration purposes only and represent content available at time of publication. Actual screens will vary.

# Using Your Home Internet Appliance Getting Started Guide

This easy-to-use guide helps you find the information you want as quickly as possible. The page layout allows you to see at a glance how the information is organized. You can read from cover to cover to learn basic information about your Home Internet Appliance, or you can scan the guide for information on a specific topic.

The left column lists the most important topics. It explains **what** the topic is and **why** it is important to you. This column also contains warnings and useful tips and tells you about other reference materials.

The right column explains **how** to perform a procedure. It contains step-by-step instructions.

Graphics help you visualize the task and to validate what you are doing, as you do it. Detailed graphics may span both columns.

## Reading Your E-mail Messages

### What?

You messages even when your computer is turned off. Your messages are stored until you decide to read them.

The mail folder lists all of your mail. Think of this folder as a physical envelope. It is where you store your mail message much like the information you find on an envelope.

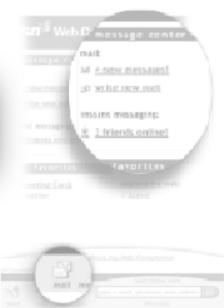
### Why?

## How Do I Get My Mail?

Your Home Internet Appliance stores your mail in the mail box until you are ready to read it. There are several different ways to get to your mail box:

- From the start page, find the message center in the upper left corner. Click

### How?



- Clicking the mail button on the tool bar takes you to your mail box Web page.

# Symbols Used in This Guide

Special symbols are included throughout this guide to provide additional information and to protect you from injury and your Appliance from damage.

## Symbol Information Boxes

Throughout this guide are symbol information boxes that provide warnings and other important information.



### Warning

Failure to follow directions may result in bodily harm or loss of life.



### Did you know ...

Understanding the background or concept may help you solve a problem.



### Tip

Helpful hints make using your Appliance easier and faster.



### See also ...

Another document or another page in this document has related information.



**Caution:** Failure to follow directions may result in bodily harm, loss of life, damage to equipment, or loss of data.

# Special Text Used in This Guide

Some words appear in bold text or capital letters throughout the guide.



## See also ...

*For more information on text conventions, see the Features chapter in this guide or online Help.*

## Text Conventions

- Keyboard key names appear in bold type: **Back**, **Ctrl**, **Backspace**, **Tab**.
- Keyboard keys that must be pressed at the same time to perform a task appear in bold type with a plus sign (+) between the key names: **Ctrl+C**.
- Names of icons appear in bold type followed by a picture of the icon: **E-mail**
- Names of buttons appear in bold type: **back**.
- Menu items appear in bold type: **settings**.
- Web addresses (URLs) appear in lowercase bold type: **<http://www.compaq.com>**.

## Safety Tips

Your Home Internet Appliance is an electrical device. Treat it with care to avoid personal injury and damage to the equipment.



### Warning

*When using this Appliance, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.*

## Safe Use of Your Appliance

To reduce the risk of electric shock or damage to the Appliance:

- Never open the Home Internet Appliance enclosure. There are no user-serviceable components or options inside.
- Do not disable the 3-prong power cord. The grounding pin on the 3-prong plug is an important safety feature. Removing the grounding pin increases the risk of equipment damage. If you cannot fit the plug into your electrical outlet, contact an electrician to install a grounded outlet. See *Caring for Your Home Internet Appliance* for additional information on safely using your Appliance.
- Plug the power cord into an unswitched grounded (earthed) electrical outlet that is easily accessible at all times.
- When connecting a power cord to a grounded electrical outlet, ensure that nothing rests on the power cord.
- Disconnect power from the Appliance by unplugging the power cord from either the electrical outlet or the Appliance.

When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use the Appliance near water; for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using the Appliance during an electrical storm. There may be a remote risk of electrical shock from lightening.
- Do not use the Appliance to report a gas leak if the Appliance is in the vicinity of the leak.

## Safety Tips (continued)



### See also ...

For additional safety information, refer to the Safety and Comfort Guide included with your Home Internet Appliance.

- Always disconnect the modem cable before opening the equipment enclosure or before touching an uninsulated modem cable, jack, or internal components.
- If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.

## The Safety and Comfort Guide

The *Safety and Comfort Guide* includes information on:

- Setting up your use area for maximum comfort.
- Using good posture, hand position, and health habits while using your Home Internet Appliance.
- Using a grounding plug to prevent electrical shorts, shocks, or fires.
- Using a surge protector to regulate the flow of electricity to the Home Internet Appliance and to all optional external peripherals, such as a printer, mouse, or speakers.

## Caring for Your Home Internet Appliance

Because your Home Internet Appliance can be used in practically any room in the house, keep in mind some important considerations when using and caring for your Appliance.



### Warning

*During an electrical storm, unplug your Home Internet Appliance. Disconnect the modem line from the telephone wall jack, and remove all power cords from electrical outlets.*

## Appliance Care and Additional Safety Precautions

Make sure you:

- Take special precautions when using your Home Internet Appliance in the kitchen—do not allow any liquids to fall on any part of the Appliance!
- To clean the display and the keyboard use a soft, dry cloth and an antistatic dusting spray designed for VCRs, and television and computer screens. Never attempt to clean your Home Internet Appliance with chlorine or ammonia-based cleaners or sprays. Do not clean your Home Internet Appliance with household detergents.
- Operate your Home Internet Appliance on a stable surface.
- Leave at least three inches of space on the sides and back of your Home Internet Appliance to allow for proper ventilation.
- Place your keyboard so that your arms and hands are in a comfortable, relaxed position. The keyboard should be directly in front of you. Keep your lower arms parallel to the floor while using the keyboard. Be sure the keyboard has a direct line of sight to the display so the wireless connection is maintained.
- Position the Appliance away from heat sources, direct sunlight, and excessive dust. Be sure the Appliance is in a location where it cannot be knocked over or pulled to the floor by dangling cords.

## Where Can I Find More Information?

Information is available in the printed guides as well as on the Compaq Web page.

Use the *Getting Started* guide as your first point of reference and then refer to the following documents:

- Quick Setup Poster
- *Safety and Comfort Guide*
- Online Help

Once you are on the Internet, click any of the resources on the Compaq Web page for additional information.



### Did you know ...

*In the event you did not sign up for MSN Companion service at the time of purchase, please call 888-765-2411 now.*

## Accessing the Compaq Web Page

To access the Compaq Web page, press the **COMPAQ** button on the keyboard. Topics you can find on the Compaq Web page include:

- The online Getting Started Guide
- Frequently Asked Questions (FAQs)
- Service and Support information
- Warranty
- Compaq.com
- Link to MSN online help center
- Link to Compaq for purchasing Appliance options and accessories
- Other exciting links to products, services, and information

In addition to the *Getting Started* guide, two other printed guides are included with your new Home Internet Appliance. Both provide important user information. Read these materials carefully and then keep them handy for future reference:

- **Quick Setup Poster:** Easy instructions for installing your Home Internet Appliance and a handy reference if you move and need to re-install. Store the poster in a safe place!
- ***Safety and Comfort Guide:*** Learn how to set up your Home Internet Appliance for your maximum comfort while using it. Practice good posture, proper hand position, proper usage, and good health habits while using your Home Internet Appliance. This guide contains helpful hints on how to use a grounding plug to prevent electrical shorts, shocks, or fires. It also contains information about using a surge protector to regulate the flow of electricity to the Home Internet Appliance and to

all peripherals—such as a printer or speakers. Be sure to store the guide in a safe place!



# 2

# Features

## In This Chapter

Your Home Internet Appliance at a Glance, 2-2

Keyboard Basics, 2-4

Internet Buttons, 2-7

The Push Pad, 2-9

Understanding the Display Controls, 2-11

The Quick Setup Poster that comes with your Home Internet Appliance is a visual guide to setting up your Appliance, and it is the easiest way to become familiar with the components. It guides you through the simple process of getting your Appliance out of the box, setting it up, and preparing to use it.

This chapter provides some basic information on the keyboard, Push Pad pointing device, Start Page, browser, and display controls.



# Your Home Internet Appliance at a Glance

All of the features in the top photograph, except the microphone, are active as soon as you begin using your Appliance. The microphone will be needed in the future as the capabilities of your Home Internet Appliance are expanded.

**Note:** Illustrations and features shown in this chapter may differ slightly from your Home Internet Appliance.



## Did you know ...

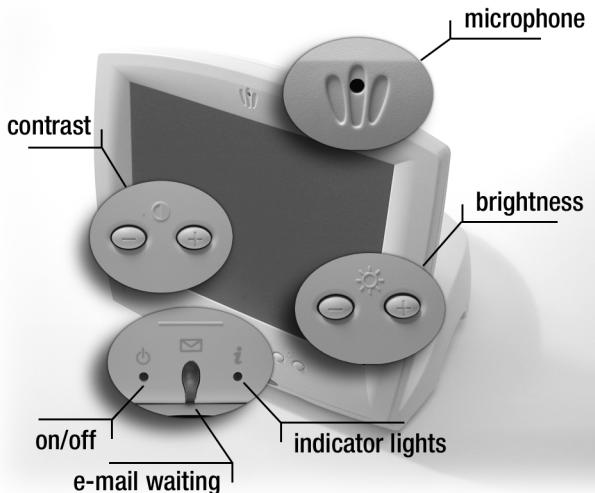
The mouse, printer, and other options can be connected to any of the four USB ports.



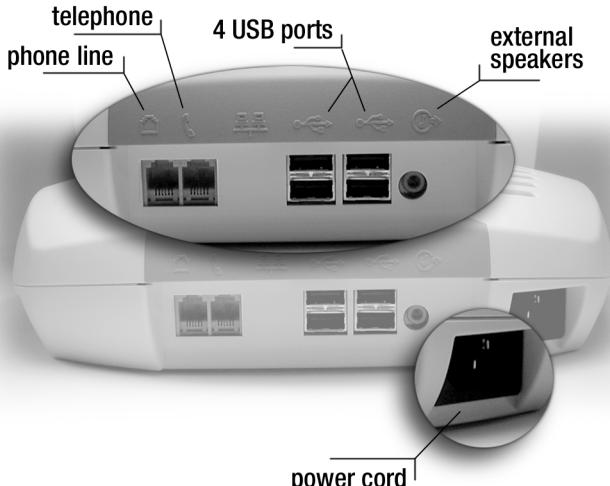
## Tip

It's a good idea to purchase a surge protector to protect your Appliance from electrical spikes and power surges.

## What's in Front?



## What's in Back?



## Your Home Internet Appliance at a Glance (continued)

The wireless keyboard uses infrared transmission (like the remote control for your TV), so there must be a clear line of sight between the keyboard and the Appliance receiver.

The wireless keyboard uses two AA batteries. Compaq suggests replacing these batteries every six months. With heavy usage, you may need to replace them more often.

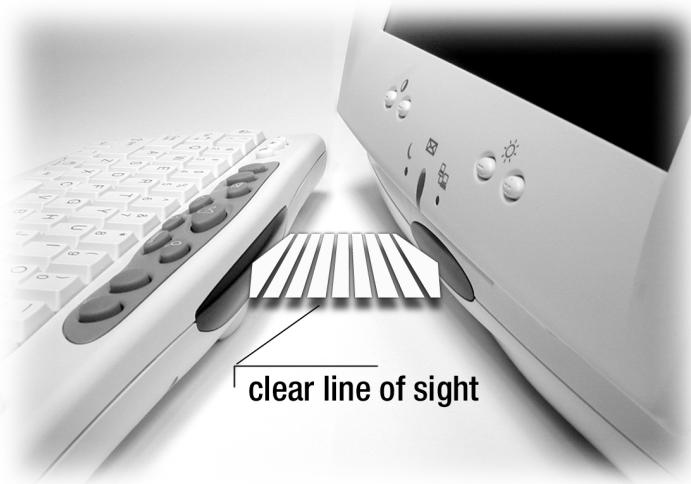
To access the batteries, locate the small door on the bottom of the keyboard.



### Tip

*Do not leave anything on the keyboard. Depressed keys will drain the batteries.*

## Line-of-Sight Connection



## Keyboard Batteries

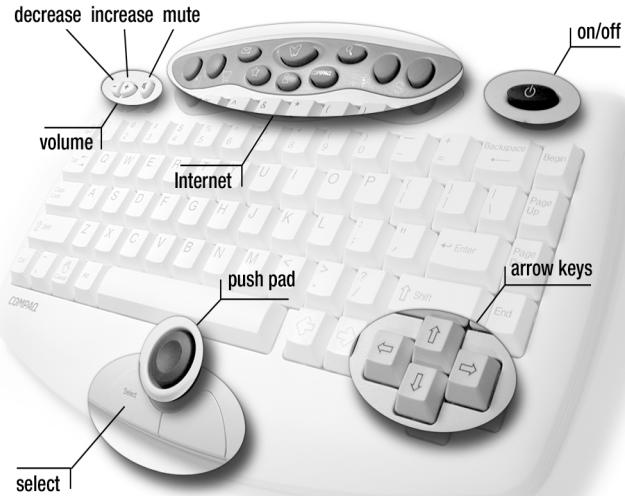


## Keyboard Basics

The Appliance keyboard provides convenient, simple, and easy one-touch access to navigation and functions: volume control buttons, an Internet button suite, and special purpose buttons for easier and faster access.

## Understanding the Keyboard

The Appliance keyboard is easy to use. Most of the keys are identical to those found on a typewriter.



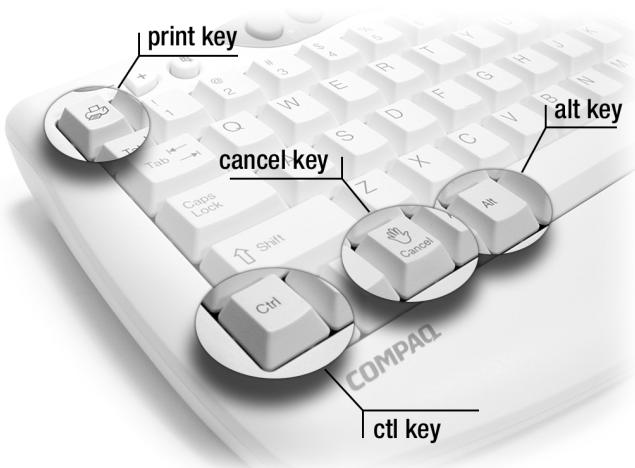
**Note:** This keyboard must be used only with the Home Internet Appliance receiver. It is not suitable for office work places.

## Keyboard Basics (continued)

There are special function keys on both sides of the keyboard.

To the left of the space bar, you'll find the **Ctrl** and **Alt** keys. The **Ctrl** key is also called the Control key and the **Alt** key is also called the Alternate key.

## The Left Side of the Keyboard



The following table describes the special function keys on the left side of the keyboard.

| Key    | Description   |
|--------|---|
| Print  | Prints one copy of the current Web page when you have the printer connected     |
| Cancel | Cancels the current operation such as loading the current Web page or printing. |
| Ctrl   | Used for editing e-mail messages and other text boxes                           |
| Alt    | Used for inserting special characters in some Web based applications            |

## Keyboard Basics (continued)

Use the up and down arrow keys to scroll up and down on Web pages that are longer than can be viewed on the screen. Use the left and right arrow keys to view Web pages that are wider than the viewing area.

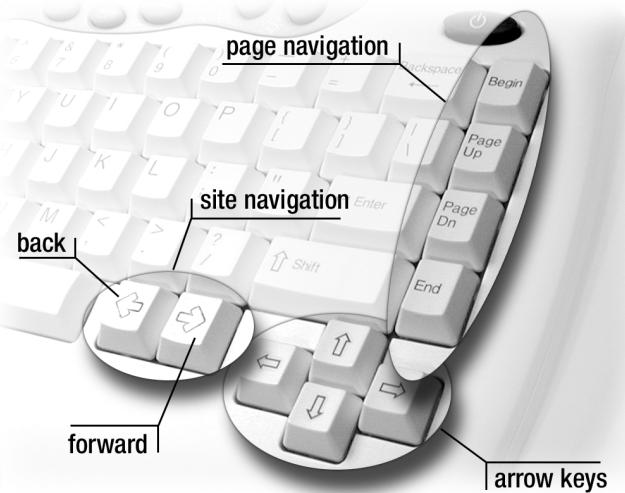
When you scroll using these keys, the page you are viewing moves up, down, or from side to side in small increments. When you use these keys within a text box, they move the cursor within a line one character position at a time.



### Did you know ...

The on-screen pointer icon is known as a **cursor**.

## The Right Side of the Keyboard



The following table describes the special function keys on the right side of the keyboard.

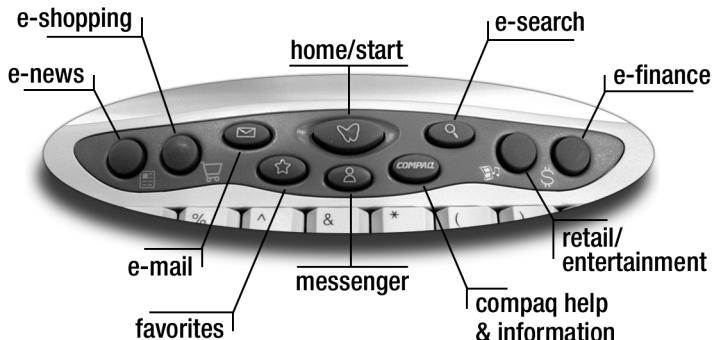
| Key         | What it does   |
|-------------|--|
| Begin       | Moves to top of page or beginning of line in a text box                                      |
| Page Up     | Moves the page view one screen closer to the top of a page or to the beginning of a text box |
| Page Dn     | Moves the page view one screen closer to the bottom of a page or to the end of a text box    |
| End         | Displays the bottom-most portion of the page or the end of a line in a text box              |
| Down Arrow  | Cursor moves one unit or line down   |
| Up Arrow    | Cursor moves one unit or line up   |
| Left Arrow  | Cursor moves to the left   |
| Right Arrow | Cursor moves to the right  |
| Back        | Displays the previous page   |
| Forward     | Displays the next page   |

# Internet Buttons

The Internet buttons located at the top of your keyboard provide easy access to a variety of Internet functions such as e-mail, shopping, news, and Help.

## How Do I Use the Internet Buttons?

The following graphic and table provide information on each Internet button and its function.



## Internet Button Functions

| Internet Button | Icon | What it does  |
|-----------------|------|---|
| Start Page      |      | Your personal Start Page has daily news, and it links to a variety of MSN™ services.                  |
| Mail            |      | Takes you to your MSN Hotmail™ account  |
| Search          |      | Do detailed research on the Internet with Microsoft™ Search.  |
| Favorites       |      | Get back to your favorite Web sites by choosing from the picture listing of Web sites you have saved. |

## Internet Buttons (continued)

| Internet Button          | Icon  | What it does   |
|--------------------------|---|--|
| MSN Messenger™           |    | Instant Messaging from MSN. Have a live online chat with a friend. Discover your buddies online by pressing the People button.   |
| Compaq                   |    | Connects directly to Compaq for more information about your Appliance. The Compaq site also contains links for purchasing a printer and other accessories.                         |
| News                     |    | MSNBC sends the news to you on Internet Time. Get the national headlines before you get your morning paper.  |
| Shopping                 |    | MSN eShop helps you find what you want and buy it on the Web. Transactions are safe, convenient, and can be made in the comfort of your home.                                      |
| Retail/<br>Entertainment |   | Retail/Entertainment is your connection to an exclusive collection of home-oriented, brand name retailers that you already know and trust, and to interesting entertainment sites. |
| Financial                |  | Connects to MSN™ Money Central™ which contains links to financial sites and information.   |

## The Push Pad

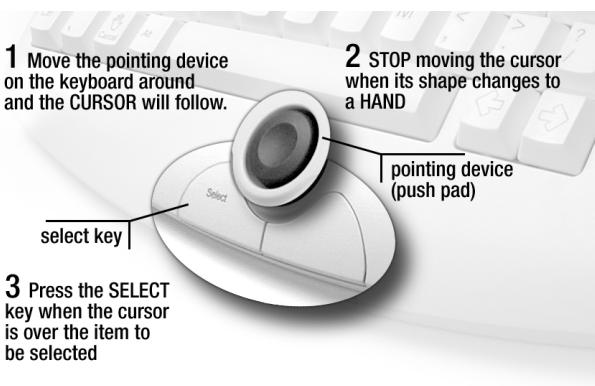
The most obvious difference between the Appliance keyboard and a typewriter is the pad and buttons located below the space bar. These items are known as the Push Pad and the **Select** buttons.

The **Push Pad** is used to move the cursor, or pointer, around the screen. You had some practice using the Push Pad when you had your first orientation tour and registered your Home Internet Appliance. It won't be long before using the Push Pad becomes second nature.

The **Select** button is the button you will use the most. Pressing the **Select** button is usually referred to as *clicking*. Press this button to select a hyperlink.

## Using the Push Pad

The Push Pad (also known as the pointing device) moves the cursor around the screen. The **Select** button is located just below the Push Pad. As a reminder, the button on the left is labeled **Select** with a removable label.



When you press and hold down the top edge of the Push Pad, the cursor moves toward the top of the screen. When you press and hold down the bottom edge of the Push Pad, the cursor moves toward the bottom of the screen. Corresponding actions occur when you hold down the left, the right, or a diagonal part of the Push Pad.

Pressing the Push Pad harder along one edge makes the cursor move more rapidly across the screen. Pressing the Push Pad lightly on the edge moves the cursor more slowly.

With practice, you'll soon learn how to move the cursor as easily as you move your fingers.

## The Push Pad (continued)

### Pointing Device Techniques

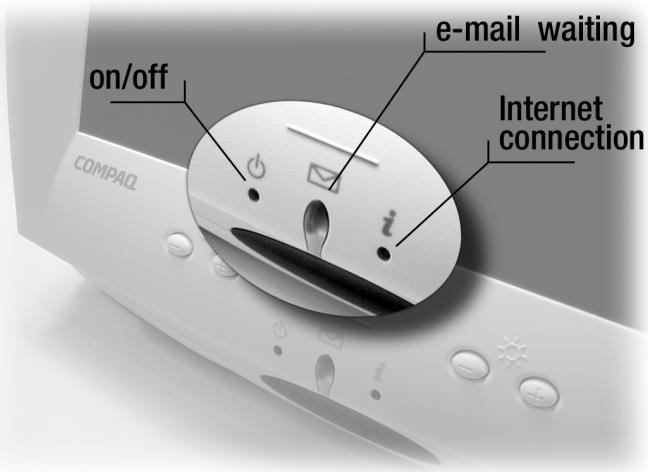
To use the Pointing Device, you need to know how to move the cursor and how to click and select an item.

| Item          | Description  |
|---------------|--|
| <b>Cursor</b> | The cursor identifies the position of your pointer on the screen. The cursor appears in one of three different forms depending on its position on the screen. <ol style="list-style-type: none"><li>1. Pointer - The cursor most often appears as an arrow to identify its location on the screen.</li><li>2. Hand - The cursor changes from an arrow to a hand shape when it rests on a link to another Web page.</li><li>3. Text Cursor - The cursor changes to a vertical line to identify its position as you create text.</li></ol> |
| <b>Click</b>  | Press and release the left button once to select or to highlight.  |
| <b>Select</b> | <b>In menus:</b> Point to a menu item and click.<br><b>In most text boxes (for example, when you are composing e-mail or Instant Messages):</b> Point to the beginning of your selection; hold down the left button and move the cursor to the end of your selection. The selected text is highlighted. Release the button. Within a text box, selected text can be: <ol style="list-style-type: none"><li>1. Cut - Press <b>Ctrl + X</b></li><li>2. Pasted - Press <b>Ctrl + V</b></li><li>3. Copied - Press <b>Ctrl + C</b></li></ol>  |

## Understanding the Display Controls

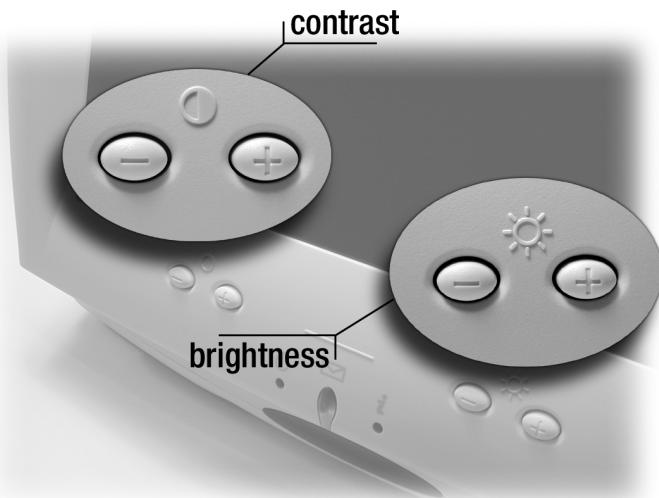
The three display indicator lights notify you when you have e-mail waiting to be read and whether the Appliance is on or off, online (connected to the Internet), or in sleep mode.

### Appliance Indicator Lights



The Appliance also allows you to adjust the screen brightness or contrast. Press the brightness buttons to increase or decrease the brightness. Press the contrast buttons to increase or decrease the contrast.

### Contrast and Brightness





# Getting Online

# 3

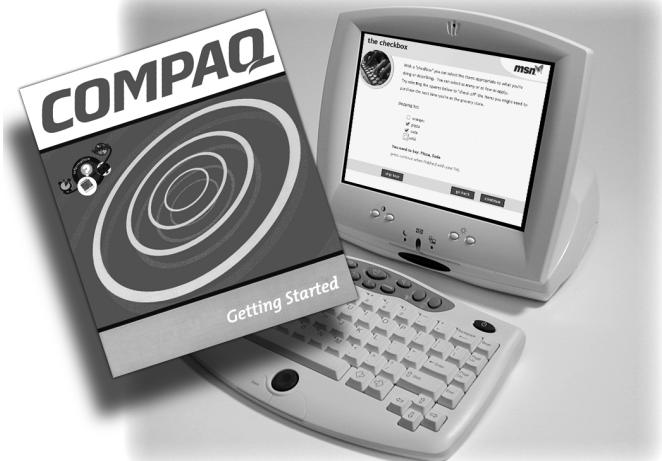
## In This Chapter

Introducing the MSN Companion, 3-2

MSN Companion Registration, 3-5

Once you've set up your Compaq Home Internet Appliance, you're ready to get online and experience the amazing new world known as the *Internet*. This chapter covers the following:

- Using my Home Internet Appliance
- Introducing the MSN™ Companion
- Registration for MSN Companion services



# Introducing the MSN Companion

When you first turn on your Appliance, the **Welcome** screen of the MSN Companion Tour is displayed.

The tour is divided into two parts.

- Features
- Registration

Use this section to follow along with the on-screen overview of MSN Companion.



## Did you know ...

*Images of Web pages are for demonstration purposes only and represent samples available at time of publication. Actual Web page content will vary.*



## Did you know ...

*More help is available while using your Home Internet Appliance whenever you see the **help** icon in the upper-right corner of the screen.*

## What is the MSN Companion?

**Note:** In the event you did not sign up for MSN Companion service at time of purchase, please call 888-765-2411 now.

Your Compaq Home Internet Appliance is built on state-of-the-art technology to be easy to use, fast, and reliable. The addition of the MSN Companion makes your Appliance the premier device for accessing the Internet. The MSN Companion is a powerful tool that will access the Internet, allow you to send and receive e-mail, and search the Web.

After you plug in the power cord, this is the screen that displays.



# MSN Companion Features

This overview of basic MSN Companion features will help you complete the registration and practice the skills you need to surf the Web.

## Understanding the Toolbar

A toolbar is located on the bottom part of the screen. Click a button on the toolbar to move around the tour.



| Button    | What it does                   |
|-----------|--------------------------------|
| skip tour | Come back to the tour later    |
| go back   | Go back to the previous screen |
| continue  | Go to the next screen          |

## MSN Companion Features (continued)

Your Home Internet Appliance is eager to please! Just tell your Appliance what you want, and it brings it to you in an instant.

## Buttons and Links

Your Home Internet Appliance provides a vast array of sounds, images, and text. Using the Push Pad to direct the cursor, tell your Appliance exactly what you want to do.

| Tool  | How it works   |                                  |   |  |                               |
|---|--|----------------------------------|---|--|-------------------------------|
| <p><b>Link:</b> When the arrow cursor moves over a link it changes into a hand cursor. Click to select.</p>         | <p>images: </p> <p>underlined pieces of text: <a href="#">select to continue</a></p> <p>buttons: </p>  |                                  |   |  |                               |
| <p><b>Radio Button:</b> Used to make a choice. Clicking one radio button clears any previously selected button.</p> | <p>Cats</p> <p>Dogs</p>  |                                  |   |  |                               |
| <p><b>Checkbox:</b> Make a list by selecting one or more items.</p>   | <p>shopping list:</p> <table><tbody><tr><td><input type="checkbox"/> oranges</td></tr><tr><td><input checked="" type="checkbox"/> pizza</td></tr><tr><td><input checked="" type="checkbox"/> soda</td></tr><tr><td><input type="checkbox"/> milk</td></tr></tbody></table> | <input type="checkbox"/> oranges | <input checked="" type="checkbox"/> pizza | <input checked="" type="checkbox"/> soda | <input type="checkbox"/> milk |
| <input type="checkbox"/> oranges  |  |                                  |   |  |                               |
| <input checked="" type="checkbox"/> pizza   |  |                                  |   |  |                               |
| <input checked="" type="checkbox"/> soda  |  |                                  |   |  |                               |
| <input type="checkbox"/> milk   |  |                                  |   |  |                               |
| <p><b>Selection box:</b> Click the down arrow to display the selection. Click one from the list.</p>                | <p>Select a Restaurant Type... ▾</p>   |                                  |   |  |                               |
| <p><b>Input box:</b> Type in a word or phrase and click go!</p>   | <p>Type in a word:</p> <input type="text"/> <p>go</p>  |                                  |   |  |                               |

# MSN Companion Registration

It's time to register and start surfing the Web.



## Did you know ...

*Remember that, if you only have one phone line, no one can talk on the telephone while your Appliance is connected to the Internet.*

Do you see this screen? If you do not, skip this section and go to the section titled, “Choose a Member Password.”

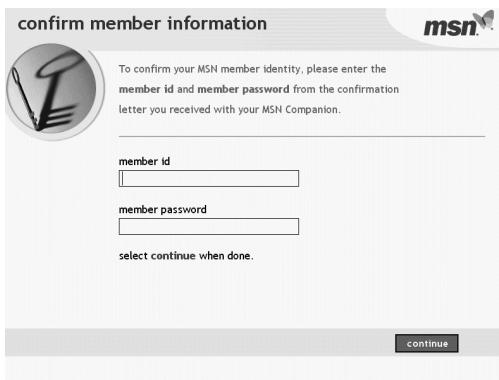
## Let's Sign On

MSN Companion dials a toll-free telephone number to connect to the Internet for your registration.



## Confirm Member Information

Enter the member name and member password from the confirmation letter you received at time of purchase. The member name may be labeled “Member ID” and the member password may be labeled “Member Password” in your confirmation letter.



## MSN Companion Registration (continued)



### Tip

*The stronger your password, the harder it will be for others to guess. Here are some tips for creating a strong password:*

- Don't use single words that you can find in the dictionary. Instead, merge two or more words together.
- Use a combination of uppercase letters, lowercase letters, and numbers.
- Don't choose words or numbers that might be easy for a stranger to guess.
- Don't use your birth date, your spouse's name, your phone number, or other similar words or numbers.
- Don't write your password on anything. If you do write your password somewhere, be sure to put it in a safe place.

## Choose a New Member Password

To protect your privacy, you need to choose a new secret password. A password ensures that only authorized users can use your Appliance to check e-mail and send instant messages.

The screenshot shows a web page titled "choose a member password" with the MSN logo in the top right corner. On the left, there's a Microsoft Passport logo with a circular arrow and the text "To find out about Microsoft Passport select help from your start page". The main text area says: "Your Microsoft Passport member account is: companion\_judy@msn.com. With it you can send and receive e-mail or access personalized information on msn. You need a password to protect your information from others. You can also use this password to lock out others from your MSN Companion." Below this, instructions say "Choose a password and memorize it or write it down and keep it in a safe place." and "Note: To ensure privacy, when typing in passwords you will only see asterisks(\*)". There are two input fields: "choose your new password:" and "now re-type it for confirmation:". To the right of these fields is a box containing password creation rules: "• a password must be at least 8 characters long", "• have only letters (a-z) and numbers (0-9)", and "• but may contain no spaces, and make sure you can remember it.". At the bottom right is a "continue" button.

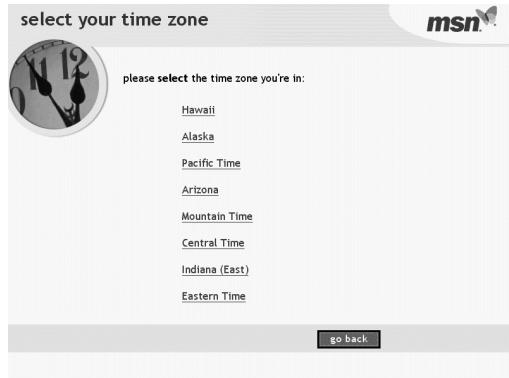
When you have confirmed your new secret password, press the **continue** button.

## MSN Companion Registration (continued)

The name for each time zone is also a link. Move your cursor over the words that best describe your time zone. When the arrow cursor changes to a hand, click the name for your time zone.

## Select Your Time Zone

MSN Companion needs to know what time zone you live in so it can keep track of the time of day.



## Verify Internet Phone Numbers

Based on the phone number that you provided at the time you purchased your Appliance, the numbers you see on the screen are probably the best phone numbers to use.



### Tip

Double-check with your phone company to determine that these phone numbers are local to you.



## MSN Companion Registration (continued)

If you clicked the **let me choose other numbers** button, you'll see this Web page. Choose a local phone number from the list of phone numbers available for your state.

### Choose Internet Phone Number #1

Find a phone number that you know is a local call. Click that phone number then click the **continue** button.



### Choose Internet Phone Number #2

Find a second phone number that you know is a local call. Click that phone number then click the **continue** button.



Choose an alternate number that is a local call for you. This way, if the first number is unavailable, you connect using this number.

## MSN Companion Registration (continued)

Take a moment to write down your e-mail address information.

## You're Done

You've done it! You're now signed up and ready to send e-mail, surf the World Wide Web, and much more.





# Welcome to the Internet

# 4

## In This Chapter

What is the Internet?, 4-2

Internet Addresses (URLs),  
4-3

Screen Layout, 4-4

Hyperlinks, 4-5

Start Page, 4-6

The Browser Toolbar, 4-7

Search Engines, 4-8

Searching the Web, 4-9

Error Messages, 4-11

Internet, Web, URL, hyperlinks, cyberspace—sound confusing? The Internet definitely has its own language.

This chapter answers your basic questions about the Internet and provides step-by-step instructions for *surfing the Web*.

Welcome to the Internet—you are about to enter a very exciting new world!



# What is the Internet?

The Internet is a network of computers linked by telephone lines and by other means of connection such as cable, fiber optics, and satellite. The Internet is worldwide, like the telephone system.

Computers on the Internet store and transmit documents, pictures, music, and movies provided by computer users and services from all over the world. When information on a particular topic or on related topics is gathered into one location on the Internet, the location is called a Web site.



## Did you know ...

Some Web sites gather information about their visitors. For privacy considerations, choose wisely which Web sites you visit.

# What Is the Web?

People tend to use the terms Internet, Web, and World Wide Web (WWW) interchangeably. Actually, the Web is just one part of the Internet. It is the part that makes up the interconnected text, graphics, video, and sounds that are stored on the devices that make up the Internet. The Web is home to millions of Web sites and is set up by businesses, agencies, institutions, individuals, and others. You name it, it's probably somewhere on the Web.

When you are connected to the Internet, you are *online*. You can see information that was created and stored for public viewing on the Web. For example, if you are in Texas and your friend is in Australia, both of you can see the same images on the Web.

---

# What Do I Need in Order to Surf the Web?

To begin surfing, you must have the following:

- A physical connection to the Internet, such as the modem that is included in your Appliance. A modem is the hardware and software that your Appliance uses for sending information to or receiving information from the Internet through a standard telephone line or other type of connection.
- An Internet Service Provider (ISP) serves as your entry point to the Internet and to the Web. When your Home Internet Appliance is connecting to the Internet, it has dialed the telephone number of a computer that is managed by Microsoft Network (MSN™).
- A Web browser is a program that allows you to visit and see Web sites on the Internet. Your Home Internet Appliance includes a browser known as Microsoft *Internet Explorer*.

# Internet Addresses (URLs)

Surfing the Web is made possible by the addresses assigned to the linked computers on the Web. The Web address (also called the Uniform Resource Locator, or URL) allows other computers to view the information on Web pages.

An Internet address identifies each site on the Internet in much the same way that the street address 123 Main Street identifies a building's location. You need an Internet address to find a Web site just as you need a street address to find a house or other building.

The Compaq Web site address is

**www.compaq.com.** When you access this address, the Compaq Web site and all its associated Web pages display on your Home Internet Appliance.

## What Is a URL?

If you know the URL of a particular site, you can type it into the text box in the center of the browser toolbar and go there. Most URLs look like this:

**www.name-of-company.com.**

The first part of the address stands for World Wide Web. The middle part is a descriptive word or the name of the company or individual that owns the site. The last part of the address indicates the type of company, business, organization, or country such as *.org* for organization, *.gov* for government, or *.com* for commercial.

The list of such identifiers is constantly growing. Some of the more common ones in use include *.org*, *.gov*, *.edu*, *.com*, *.fr*, *.de*, *.it*, and *.uk*. But *.com* is the most widely used address format, especially in the United States.

## Screen Layout

The two major parts of the screen are the Web page and the toolbar.

The toolbar is located at the bottom of the screen. It is always there no matter what Web page you visit. The rest of the screen is taken up by the Web page.



### Tip

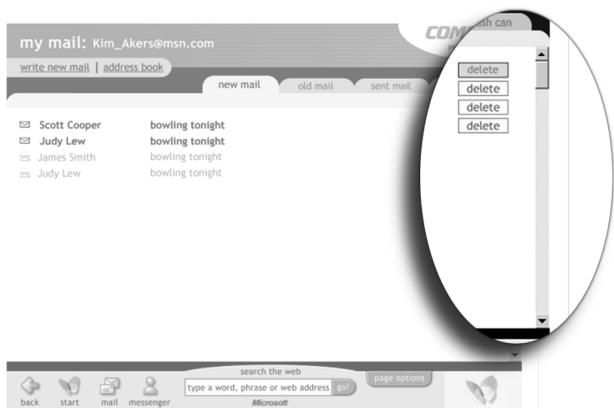
*Remember to look for scroll bars. You don't want to miss any information on a Web page.*

**Note:** The images of Web pages found throughout this chapter are for demonstration purposes only and represent content available at time of publication. Actual screens will vary.

## Moving Around the Screen

Many times when you are reading a Web page, there will be more information on a topic than can fit on the screen at one time. When this occurs, a *scroll bar*, like the one in the picture below, appears on the right side of your screen. That means you'll need to *scroll* in order to see the rest of the page. What does scroll mean? Well, if you enjoy going to the movies, you already have a pretty good idea of what scrolling is all about.

At the end of the movie where the *credits* are displayed, the list of people and organizations to be recognized is typically far too long to fit on the screen at one time. To solve this problem, the director makes the information scroll in front of you, moving the viewing frame slowly downward until the last credit can be read. With your Home Internet Appliance you are the director, scrolling down the page at whatever speed you choose, reading at your own pace.



Click the down arrow at the bottom of the scroll bar to move down the Web page. Part of the page scrolls out of sight at the top. New parts of the page scroll into view at the bottom. Click the up arrow at the top to move up the page. The part of the page that scrolled out of view to the top is now visible again. You can also select the rectangular slider between the arrows and drag it to scroll the page up and down.

# Hyperlinks

Web sites contain hyperlinks, or links, to other Web sites, other Web pages, or areas within a Web page. Hyperlinks provide a way to move instantly from page to page and idea to idea on the Web.

Hyperlinks are really quite simple; in fact, a hyperlink is a lot like a door. Click a link, and the door opens to a new page.



## Tip

*Refer to the online tutorial for a refresher on how to point and click.*

## What is a Hyperlink?

Imagine that you're reading a newspaper. As you read page 1 you may see, "For more details, see page 3, column 2." Hyperlinks in a Web site work the same way.

Use the Pointing Device to click a hyperlink, and you move instantly from page to page and from Web site to Web site. Linking files together all around the world is what gives the Web its name.

---

## What Does a Hyperlink Look Like?

Hyperlinks are a fast and easy way to move from topic to topic. But what does a hyperlink look like?

Hyperlinks come in three varieties:

- Text
- Graphics
- Buttons

If you see any or all of the following, it's probably a hyperlink:

- Underlined text that changes color when you move your cursor over it.
- A button with a label on it or under it.
- A faint dotted line box surrounding an object or words when you move your cursor over it.
- The cursor changes from a pointer to a hand.

# Start Page

You're ready to begin your journey on the World Wide Web (WWW)—a part of the Internet.

You'll begin here with the *Start Page*, the first page that displays when your Appliance is turned on and the connection process is complete.



## See also ...

For more information on the MSN Companion toolbar; see online Help.

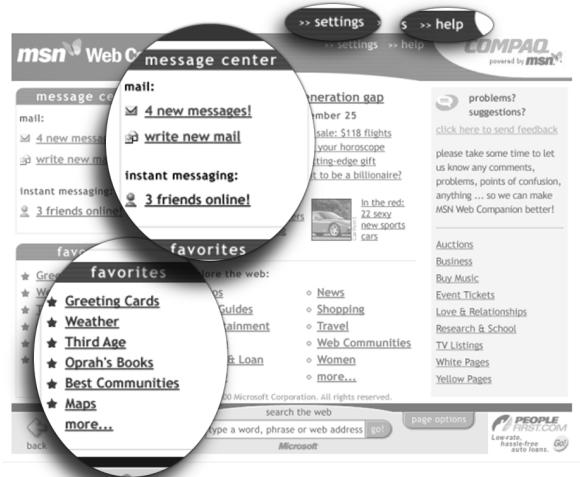
Almost everything on your Start Page is a link to another Web page.

Using your Push Pad, move the cursor around the Start Page. Notice all of the places where the cursor turns from an arrow cursor into a hand cursor. These are links to other Web pages. When you click a link, you go to the Web page connected to that link.

## What's On the Start Page?

The MSN Start Page is the hub of all your activity. The Start Page got its name because that is where you start every day when you go online with your Home Internet Appliance.

Press the button. The Start Page is displayed.



### Link

### What it does

**settings** Customizes and manages your Home Internet Appliance. You can change text size, sounds, messenger privacy settings, and others.

**help** Provides detailed information about using your Appliance and announcements about your Internet service.

**message center** Keeps track of new e-mail and of instant messaging opportunities in the message center. Sends e-mail messages or instant messages to your friends.

**favorites** Lists your top six favorite Web pages and provides a link right on the Start Page. Click **more...** and the rest of your favorite Web pages are a click away.

# The Browser Toolbar

You can control many of the actions of your Home Internet Appliance by using the buttons on the MSN Companion toolbar.

The icons on the toolbar are **back**, **start**, **mail**, **messenger**, **search the web**, and **page options**.



## Tip

*You can always get back to the Start Page by clicking the **start** icon on the toolbar or by pressing the **start** button on the keyboard.*

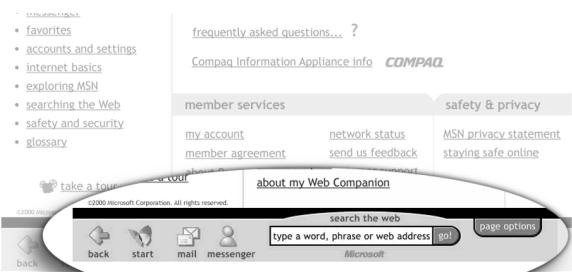


## Tip

*For convenience, the four buttons on the left half of the toolbar can also be found on your keyboard.*

## Understanding the Toolbar

The MSN Companion toolbar is located at the bottom of the screen. The rest of the screen changes as you surf the Web, but the toolbar with its easy navigation tools is always visible.



The functions of the MSN Companion toolbar are described below.

| Icon           | Function  |
|----------------|---|
| back           | The <b>back</b> icon is like putting your car into reverse gear and backing up to where you've just been.                     |
| start          | When you click the <b>start</b> icon, you return to the Start Page.   |
| mail           | The <b>mail</b> icon takes you to your electronic mail box. You can easily send and receive mail from anyone on the Internet. |
| messenger      | Messenger is a fast, fun, and easy way to stay in touch with your friends online.   |
| search the web | This selection box is a handy way to search the World Wide Web for a topic, a person, or a Web address.                       |
| go!            | Click <b>go!</b> to go to the address you enter in the selection box.   |
| page options   | This button pops up a menu of things you can do with the Web page you are viewing.  |

# Search Engines

You may have heard someone say he is *surfing the Net*. *Surfing* is the term used to describe the activity of moving from place to place on the World Wide Web.

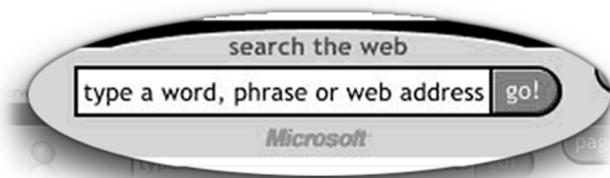
The challenge with surfing the Web is sorting through the millions of Web sites to find the information you really want. Fortunately, there are Web sites called search engines that search the World Wide Web for you.

## What is a Search Engine?

A search engine allows you to search the Web by keywords. For example, if you type “golf” in the search box, the search engine returns a list of Web pages related to golf.

Your Home Internet Appliance has its own search engine provided by Microsoft. To use the **search the web** input box on the toolbar, complete the following steps:

1. From the toolbar, type a word, a phrase, or several related words into the search engine’s text box entry area.



2. Press **go!** A list of related Web sites displays. Or, press the **Search** button on the keyboard to go directly to the MSN search engine Web page. This page includes more types of searches and offers some options on how to search.

# Searching the Web

You can practice surfing the Web by looking up information on a subject of great interest to all of us—the weather!

You can get weather reports for your area or for virtually any geographical location on the planet with just a few clicks.



## Did you know ...

*Images of Web pages are for demonstration purposes only and represent samples available at time of publication. Actual Web page content will vary.*

## How's the Weather?

Follow these simple steps to check today's forecast for Houston, Texas:

1. Type **http://www.weather.com** into the address line at the top of your screen and press **Enter** on your keyboard. The Home Page for The Weather Channel displays.



2. Type **Houston** into the box labeled **Any City or US Zip** on the top left-hand side of your screen.



## Searching the Web (continued)

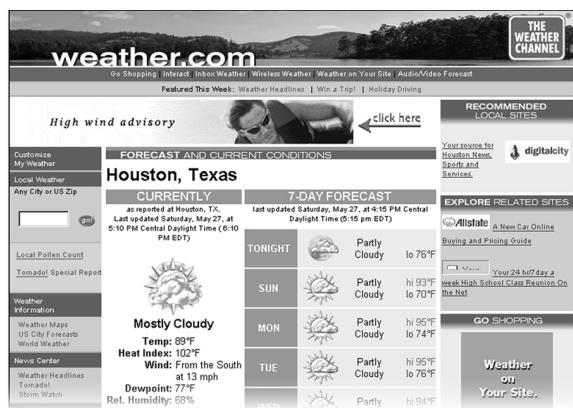
A world of information is waiting for you on the Internet!

3. Press **Go** on your keyboard. A list displays showing all the states with cities named Houston.



4. Place your cursor on Houston, Texas. Notice that the words change color and the cursor turns into a hand. Both of these changes indicate that this is a link to the Houston, Texas weather information page.

5. Click the link to continue.



This page displays the current weather readings for Houston, Texas and the forecast for the next few days.

## Error Messages

If you receive an error message, you can close the information box without taking any action and continue surfing the Web.



### See also ...

*For more information about error messages, check the FAQ (Frequently Asked Questions) section of the online Help.*

## Why Am I Getting an Error Message?

You may receive error messages as you surf the Web. In most cases, an error message does not indicate any problem with your Appliance.

If an error message displays, you can click **Tell me more** to learn more about what is causing the error message, or click **Continue** to continue surfing the Web.

Common reasons for error messages include:

- links may be broken
- a Web site changes its address
- site security prevents unauthorized persons from accessing a Web page



# E-mail

# 5

## In This Chapter

E-mail Basics, 5-2

E-mail Addresses, 5-3

E-mail Messages, 5-4

Reading Your E-mail  
Messages, 5-5

E-mail Attachments, 5-7

Personalizing E-mail  
Messages, 5-10

Internet Etiquette, 5-11

Communicating electronically with friends, family, and co-workers is a vital part of our world. Sending electronic mail, or the more popular name for it, *e-mail*, is much like sending a letter.

In this chapter you will learn how to write, send, and receive e-mail. Because e-mail is part telephone conversation and part letter, there is also a section on e-mail etiquette.



# E-mail Basics

E-mail (electronic mail) is very similar to the mail the postal carrier delivers to your home or office—except it arrives much faster.

E-mail saves time and helps you communicate more frequently.



## See also ...

For more information on e-mail, see online Help and also the MSN e-mail tutorial. Access the tutorial from the Start Page. Click **Help**, then select **Take a Tour**, and then choose **e-mail**.

## What Is E-mail?

When someone calls you on the telephone, you pick it up and you have a conversation with the caller. It's an immediate exchange with the caller. With a letter sent by the post office, someone writes the letter, puts it in an envelope, puts a stamp on it, and puts it in a mailbox. You get it days later. You read and respond to the letter at your leisure, a process that takes days.

E-mail is a little like both. Electronic mail is delivered almost at the speed of a telephone conversation but doesn't require immediate attention like a telephone call. E-mail is delivered more quickly than post office mail (often called *snail mail* because it is slow in comparison) and it's closer to the informality of a telephone conversation.

With e-mail, you use your keyboard and telephone line instead of a pen, paper, and stamps. You type a message to the recipient and send it through the Web. You can send and receive e-mail to and from anyone in the world who has an e-mail account.

Your MSN™ Companion mail service looks like this:



# E-mail Addresses

Just as you need a home address (city, street, number, and zip code) to send and receive mail through the post office, you need an e-mail address to send and receive mail on the Web.



## Tip

*E-mail addresses are written in a very specific way. Be sure the e-mail address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters may be required. Ask the e-mail recipient exactly how to write his or her e-mail address.*

*You can also look up e-mail addresses in a directory. On the Web, this directory is called the White Pages.*

## Understanding E-mail Addresses

An e-mail address typically begins with your name (or whatever name/nickname you want to use) and ends with the name of your service provider. The @ symbol separates the two components.

For example, John Doe's address could be:

**johndoe@compaq.net**

Type a period (.) to separate the server name from the *identifier* which defines the type of site. The following table lists some current identifiers and descriptions. More identifiers are being created every day.

| Identifier | Description                           |
|------------|---------------------------------------|
| .net       | Internet service company              |
| .com       | Company or commercial site or service |
| .cc        | Company or commercial site or service |
| .edu       | Educational institution               |
| .gov       | Government site or service            |
| .org       | Non-profit organization               |
| .fr        | France                                |
| .uk        | United Kingdom (UK)                   |
| .it        | Italy                                 |
| .de        | Germany                               |
| .be        | Belgium                               |
| .no        | Norway                                |

# E-mail Messages

Writing an e-mail message is easy to do and makes it easy to keep up with friends and family near and far.



## Tip

*Your Home Internet Appliance automatically knows when you are at the end of the line and moves down to the next line. Press the **Enter** key on the keyboard only when you wish to start a new paragraph.*



## Did you know ...

*If you receive an error message saying your e-mail was undeliverable, check the address, punctuation, and spacing, then try mailing it again.*



## Tip

*If you accidentally lose your message before you send it, return to the **write new mail** feature. Before you start a new message, you will be asked if you want to complete the message you were writing previously. In most cases, this works even if you turned the Appliance off before sending the message.*

## Writing and Sending an E-mail Message

E-mail messages have common features. In a way, it's like filling out a form:

| Feature  | Description                                   |
|----------|---|
| To:      | E-mail address of recipient                   |
| Subject: | Informative, one-line summary of your message |
| Cc:      | Person(s) receiving a copy of your message    |
| Message: | Content of your message                       |

To write and send an e-mail message, complete the following steps:

1. Press the **e-mail** button on the keyboard or select the **write new mail** link from the Start Page.
2. Select **write mail** at the top of the screen.
3. Enter an e-mail address in the input box or check the box next to one of the names in your address list.
4. Type in a short description of your e-mail message in the **type a subject here** input box.
5. Type your e-mail message in the input box labeled **type your message here**.
6. Click the **send mail** button to send the mail.
7. If you decide not to send the message, click the **delete** button. Your e-mail message is NOT sent and is NOT saved.

Three types of folders help you organize the mail you sent, the mail you received but did not delete, and the mail you recently deleted. These are the **sent mail**, **old mail**, and **trash can** folders. By selecting these folders, you can review mail you have sent, reread mail you received in the past, and retrieve recent mail you have deleted. Only if you act quickly can you retrieve mail you have discarded from the **trash can**.

# Reading Your E-mail Messages

You receive e-mail messages automatically, even when your Appliance is turned off. Your messages are stored until you decide to read them. The e-mail waiting indicator light illuminates to let you know when you have mail.

The mail folder lists all of your mail. Think of this as envelopes in your mail box, and each envelope is represented as a line on the page. The information about each mail message is much like the information you find on an envelope.



## Tip

*Sometimes you can tell from the return e-mail address and the subject that a piece of mail in your folder is junk mail. Junk e-mail is called spam on the Internet. You can delete spam e-mail without opening it by clicking the delete button for that mail.*

## How Do I Get My Mail?

Your Home Internet Appliance stores your mail in the mail box until you are ready to read it.

There are several different ways to get to your mail box:

- On the Start Page, find **message center** in the upper left corner. Click **read mail** to get to your mail box Web page.



- Clicking the **mail** icon on the toolbar takes you to your mail box Web page.



- Pressing the mail button on the keyboard takes you to your mail box Web page



## Reading Your E-mail Messages (continued)

### Accessing Your Mail from the Toolbar

To read your incoming e-mail, complete the following steps:

1. Click the **mail** icon on the toolbar. Your mail messages are listed. An open envelope means that you've read that e-mail before. A closed envelope means you have not opened the message before.
2. Click the message line. The complete message is displayed.

# E-mail Attachments

E-mail attachments are like using a paperclip to attach a picture to a paper letter.

The only attachment you can create is a link to a Web page. However, you can receive the types below:

- picture files
- video files
- audio files
- Web pages
- text files



## See also ...

For more information on e-mail attachments, see online Help.



### Tip

You can place a picture attachment in an electronic frame. Just click the **page options** button and then click **frame a picture from this page**.



### Tip

Your MSN Hotmail™ account provides plenty of room to store your e-mails.

## Sending a Link Attachment

Let's say you found an interesting Web page that you want to send to a friend. To send a Web page as an e-mail attachment, complete the following steps:

1. Navigate to the Web page you would like to send.
2. Click the **page options** button on the toolbar.
3. Click the **send this page by e-mail** button. A **write new mail** form displays with the name of the Web page in the subject line and the Web page address in the body of the mail.
4. Type in any comments you want to make, and click the **send mail** button when you are finished writing the message. You are then returned to the Web page.

---

## Reading or Viewing an E-mail Attachment

If an e-mail message contains an attachment that your Home Internet Appliance can display, this picture or text file appears at the end of the message for some types of files, or a link displays: for example, *read resume.doc*. If the attachment is a link attachment, click the link to display the document. Types of documents that can be viewed include Microsoft Word, Excel, and PowerPoint files. Other file types can also be displayed. See online Help for more information.

## E-mail Attachments (continued)

Here is a list of the types of computer files that can be attached to an e-mail that you send or receive.

## Types of Attachments You Can Receive

The types of attachments that you can see or hear with your MSN Companion are:

| File Extension | Type     | How it is displayed                |
|----------------|----------|------------------------------------|
| .gif           | Picture  | Automatically displayed in message |
| .jpg           | Picture  | Automatically displayed in message |
| .bmp           | Picture  | Automatically displayed in message |
| .xbm           | Picture  | Automatically displayed in message |
| .avi           | Video    | Click on link                      |
| mpeg           | Video    | Click on link                      |
| mp2            | Video    | Click on link                      |
| .ASF           | Video    | Click on link                      |
| .asp           | Video    | Click on link                      |
| .asx           | Video    | Click on link                      |
| .wav           | Sound    | Click on link                      |
| .htm           | Web page | Click on link                      |
| .url           | Web page | Click on link                      |
| .txt           | Text     | Automatically displayed in message |
| .au            | Sound    | Click on link                      |

## E-mail Attachments (continued)

In addition to the MSN Companion supported attachments above, your Compaq Home Internet Appliance also supports the viewing of the following e-mail attachments and more:

| File Extension | Type         | How it is displayed |
|----------------|--------------|---------------------|
| .123           | Spreadsheet  | Click on link       |
| .doc           | Text         | Click on link       |
| .jiff          | Picture      | Click on link       |
| .pcx           | Picture      | Click on link       |
| .png           | Picture      | Click on link       |
| .ppt           | Presentation | Click on link       |
| .rtf           | Text         | Click on link       |
| .tif           | Picture      | Click on link       |
| .wk1           | Spreadsheet  | Click on link       |
| .wk3           | Spreadsheet  | Click on link       |
| .wk4           | Spreadsheet  | Click on link       |
| .wk5           | Spreadsheet  | Click on link       |
| .wk6           | Spreadsheet  | Click on link       |
| .wmf           | Picture      | Click on link       |
| .wpd           | Text         | Click on link       |
| .wpg           | Picture      | Click on link       |
| .wri           | Text         | Click on link       |
| .xls           | Spreadsheet  | Click on link       |

# Personalizing E-Mail Messages

In a telephone or face-to-face conversation, you read the other person's tone of voice or body language to get clues about how they feel. These emotional cues are absent from e-mail. Humor, especially sarcasm, is especially difficult to pick up in an e-mail message.

To help fill in the gaps, some symbols and acronyms have come into use.

## Electronic Body Language

There are many ways to personalize your e-mail messages. You can use **smileys**, also known as **emoticons**, which are expressions you create from the characters on your keyboard. A few popular ones include:

| Emoticon | Meaning      |
|----------|--------------|
| : - )    | Happy        |
| : - (    | Sad          |
| : - 0    | Surprised    |
| : - @    | Screaming    |
| : -      | Indifferent  |
| : - e    | Disappointed |
| : - <    | Mad          |
| : - D    | Laughing     |
| ; - )    | Winking      |

To keep messages short, there are some abbreviations you can use:

| Abbreviations | Meaning                       |
|---------------|-------------------------------|
| <BTW>         | By the way                    |
| <G>           | Grinning                      |
| <IMHO>        | In my humble opinion          |
| <ROFL>        | Rolling on the floor laughing |
| <LOL>         | Laughing out loud             |

# Internet Etiquette

Because e-mail is such a new way to communicate, new rules have evolved.

This is the Internet form of etiquette called *Netiquette*.

## Rules of the Road

As we expect other drivers to observe the rules of the road, the same is true as we travel through cyberspace. E-mail has its own set of rules called *Netiquette*. Here are a few pointers to help you out:

- Except for emphasis, avoid using all caps or bold letters:  
**IT LOOKS LIKE YOU'RE SHOUTING!**
- Be careful what you write. Your mail can easily be forwarded to anyone.
- Keep your message short. Text is harder to read on a computer screen.
- Keep your sentences and paragraphs short. Because e-mail is like a telephone conversation, your readers will likely tune out a long speech.
- Make your subject line descriptive. Some people get more than a hundred e-mail messages every day. A good description on the subject line helps prioritize their mail.
- When you forward mail, put your comments at the top of the message.
- Before you forward an e-mail message, be sure to consider whether the original author of the message would object if you sent it to others.



# Online Shopping

# 6

## In This Chapter

- E-Commerce, 6-2
- Online Security, 6-3
- Know the Seller, 6-4
- Keep Good Records, 6-5
- Tips for Safe Online Shopping, 6-6
- Let's Go Shopping!, 6-7

With a simple click you can buy almost anything on the Internet. The world of online shopping is convenient and fast, but there are some important security precautions you must take to ensure a safe and enjoyable shopping experience.

This chapter explains the basic concepts of online shopping and provides important security tips.



# E-Commerce

*E-commerce* (electronic commerce or EC) is the buying and selling of goods and services on the Internet, especially on the World Wide Web.

In practice, this term and another new term, *e-business*, are often used interchangeably. For online retail selling, the term *e-tailing* is sometimes used.

## What Is E-Commerce?

E-commerce can be divided into:

- E-tailing or virtual storefronts on Web sites with online catalogs. Sometimes these are all gathered into a virtual mall.
- The gathering and use of demographic data through Web contacts
- Electronic Data Interchange (EDI), the business-to-business exchange of data
- E-mail and fax and their use as media for reaching prospects and established customers (for example, with newsletters)
- Business-to-business buying and selling
- The security of business transactions

# Online Security

When you purchase items over the Internet, you are asked to type your name, mailing address, e-mail address, and credit card information into an electronic form.

Sending information to an online storefront is comparable to giving it over the telephone when you order from a catalog.

**important:** Give this information only on a *Secure Web site*.

## What Is a Secure Web Site?

A secure Web site encrypts data to protect it from unauthorized use. When you visit secure Web sites, it is safe to enter your credit card number or other sensitive information. The lock or key disappears or is broken when you click on a site that doesn't take security measures.

Many Internet sites are set up to prevent unauthorized people from seeing information that is sent to or from those sites. These are called *secure sites*. Because your Home Internet Appliance supports the security protocols used by secure sites, you can send information to a secure site with safety and confidence. (A protocol is a set of rules and standards that enables computers to exchange information.)

## How Do I Recognize a Secure Web Site?

When you visit a secure Web site, it automatically sends you its certificate, and your Home Internet Appliance displays a lock icon on the MSN™ Companion toolbar.



Always look for the lock icon on the toolbar before you send private information (like your credit card number) over the Internet. The lock icon is on the tool bar just below the page options button where the day of the week and time usually are displayed.

## Know the Seller

You might feel safer dealing with companies you already know and trust. If you're not familiar with the name and reputation of a company—and especially if a seller has sent you an unsolicited e-mail message (*spam*)—find out more before you buy.



### See also ...

*Check these Web sites for more information about buying safely online:*

- Better Business Bureau:  
<http://www.bbb.org>
- Consumer Information Center: <http://pueblo.gsa.gov>
- Consumer World:  
<http://consumerworld.org>

## Check Before You Buy

Check a company's reputation by contacting the Better Business Bureau or by contacting the Office of the State Attorney General in your state. Or contact either of those offices in the state where the seller is located by accessing the National Association of Attorneys General.

Consumers can also search for businesses that have the BBB Online Reliability and Privacy Seals.

The screenshot shows the BBBOnLine Reliability Program Application page. At the top, there is a navigation bar with links for BUSINESSSES, CONSUMERS, and ABOUT BBBONLINE. Below the navigation bar, there is a section for Privacy. In the center, there is a logo for the RELIABILITY PROGRAM BBBONLINE. To the right, there is a section titled "BBBOnLine Reliability Program Application" with a sub-section for "BUSINESSSES". Below this, there is a message: "Thank you for your interest in the BBBOnLine Reliability program. All BBBOnLine Reliability applications are channelled through the BBB nearest the company headquarters." There is a form field for entering a zip code, followed by a "Continue to Application" button. At the bottom of the page, there is a footer with links for Businesses, Consumers, About BBBOnLine, Privacy Policy, Site Map, and Contact Information, along with a copyright notice: "© 1999 Council of Better Business Bureaus, Inc."

## Keep Good Records

When shopping online, it is a good idea to keep good records.



### Tip

*If the current date does not appear on these printouts, you should add it in writing.*

## What Records Should I Keep?

Keep the following records from all online transactions:

- A printout of the Web pages indicating the seller's name, postal address, and telephone number
- A printout of the Web pages describing the item(s) that you ordered
- A printout of the Web pages or pop-up screens that provide the seller's legal terms
- Printouts of any e-mail messages (for example, confirmation messages) that you send to or receive from the seller. This includes
  - Messages that show the seller stated that the product is suitable for the specific purpose for which you need it
  - Messages in which you notify the seller of the problems you had with the merchandise you received
  - Messages that show your good faith attempt to resolve a problem with the merchant concerning a charge that you feel should not have been placed on your credit card
- Notes or e-mail confirmations of any telephone conversations that you have with the seller

# Tips for Safe Online Shopping



## Did you know ...

*A Web site's privacy statement is a legally binding document that describes how the personal information you provide will be used. Make sure you understand how your information will be used before doing business.*

## Shopping Safely on the Internet

Compaq offers these tips for safe online shopping:

- Never give a credit card number at a Web site unless it is the Web site of a reputable business.
- Never give out your social security number.
- Do not give more information than necessary.
- Know your rights. Internet transactions have the same protections as those made in a physical store.
- If you're still uncomfortable with the technology, use the telephone.
- Finally, many credit card companies guarantee their cardholders against theft or misuse, allowing the customer to get a refund if a problem arises.

# Let's Go Shopping!

Shopping online is very similar to shopping at a department store but without the inconvenience of leaving home.

Shopping online can save you time and money, and with practice the process can become as familiar as a trip to the mall!

**Note:** Images of Web sites are for demonstration purposes only and represent samples available at time of publication. Actual Web site content will vary.



## Tip

*Your favorite online stores are only a click away when you add them to your Favorites list! Refer to Chapter 7 of this guide for more information.*

## Shopping Online—How Is It Done?

Remember the last time you went to a store to buy shoes? What were the steps involved? First, you found the shoe department. Then you tried on several styles in different colors and price ranges. You decided on a pair, took them to the cashier, and made a decision about how to pay for them.

## Online Stores—What do they look like?

Online stores have features in common. They all have home pages which are like the doorways into stores at the mall. Home pages welcome you, and like department store directories, they give you general information about the merchandise and services offered.

Home pages contain links to get you from one area of the store to another. The links may be in the form of tabs, tables of contents, pictures, or drop-down selection boxes.

The screenshot shows the Furniture.com website. At the top, there's a search bar with a 'Go' button and a 'Free Delivery' link. Below the search bar, there are tabs for Home, My Selections, Magazine, Design Advice, and Customer Service. A sidebar on the left lists categories: Bedroom, Living Room, Dining Room, Casual Dining, Kids and Baby, Home Office, Sun Room/Patio, and Mattresses. Another sidebar lists Free Delivery!, Accessories!, Rugs, Lighting, Wall Art, Table Top, Linens, Advanced Search, and Style Guide. The main content area features a 'House Special' offer for dining room sets, a 'Cover Story' about Shaker-style dining, and an 'Accessories Boutique' section. There are also sections for Best Sellers and Ask an Expert.

## Let's Go Shopping! (continued)

Just as department stores change their displays each season, Internet stores often change the look of their home pages and links.

Holiday decorations do not prevent you from recognizing a favorite department store, and you will still recognize your favorite Internet stores even when the look of their sites changes over time.

Remember, your cursor turns into a hand each time you place it on a link.

## Tab Links

Tab links often appear across the top of home pages and have labels to describe the information they link. Click them to go to that area of the store.



## Tables of Contents

Tables of contents are usually displayed on the left side of the store's home page. Click an item in the listing to go to that part of the store.



## Pictures and Colored Text

Links can also appear as colored text or pictures. Click the words or the pictures to continue exploring the store.



## Let's Go Shopping! (continued)

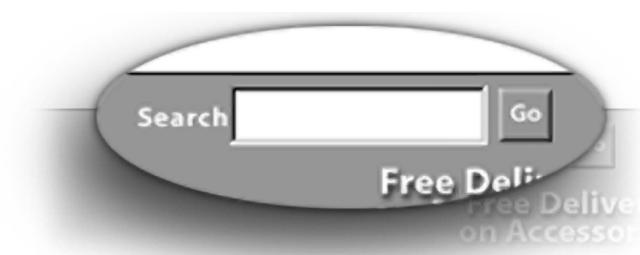


### Tip

Using several search words can reduce the number of results and can produce the most useful information.

## Search Boxes

To use a search box, type in a word for the item you want to find and click **Go**. The link displays a list of all the items in the store with that word in the name. For some search boxes, you might click **Find** or a similar word to begin your search.



## Drop Down Selection Boxes

Another tool for moving around in an online store is a drop-down selection box. To use this kind of link, complete the following steps:

1. Place your cursor on the scroll bar on the side of the list.
2. Click the bar and move the push pad to move the bar up and down.
3. When you find the area you want to visit, release the scroll bar, click your selection, and the link will take you there.



## Let's Go Shopping! (continued)

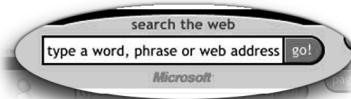
When you want advice about the best product to buy, Productopia is the site to visit! It offers you free information about the quality, value, and style of over 450 different kinds of merchandise.

If you want to make a purchase, the site gives you where-to-buy links and options for completing your transaction.

## Shopping Practice

For fun, visit <http://www.productopia.com>. Pretend you want to buy a crib for your baby or for a new grandchild.

1. Locate the Address line on your toolbar. It looks like this.
2. Type <http://www.productopia.com> into the Address line of your screen.
3. Press **Go**. Productopia's Home Page displays.



## Let's Go Shopping! (continued)



### Tip

If your search produces too few results, make the search words more general. For example, rather than using a specific product name (Chevrolet), try using the product category instead (car).

- Type the word **crib** into the Search box.

The screenshot shows the Productopia homepage. At the top, there is a search bar with the word "crib" typed into it, and a "Search" button to its right. Below the search bar, the text "We Help You Find the Products You'll Love" is displayed. To the left of the search bar, there is a "product" logo consisting of a stylized letter "P" inside a circle. To the right of the search bar, there is a sidebar with various product categories and their sub-categories:

- Electronics**: DVD, CD, MP3, Digital Cameras, TVs ...
- Computers**: PCs, Laptops, Scanners, Printers, PDAs, Modems ...
- Cars**: SUVs, Compacts, Tires, Minivans, Motorcycles ...
- Appliances**: Vacuums, Refrigerators, Washers, Toasters ...
- Tools**: Cordless Drills, Sanders, Lawn Mowers, Tool Sets ...
- Sports**: Backpacking, Golf Clubs, Fitness, Mountain Bikes ...
- Women's**: Sandals, Hiking Boots, Shorts, Sleepwear ...
- Men's**: Bike Jerseys, Bike Shorts, Sunglasses, Skincare ...
- Baby**: High Chairs, Strollers, Diaper Bags, Car Seats ...
- Beauty**: Sun Products, Spa Treatments, Soaps ...
- Home**: Garden Decor, Garden Gear, Gifts, Fragrance ...
- Toys**: Games, Kids' Software, Skateboards, Bikes ...

Below the sidebar, there are several product images: a solar stick, a Porsche Boxster S, a pair of Birkenstock sandals, and a Nikon Coolpix 990 camera. The overall layout is clean and organized, designed to help users find products they are interested in.

- Click **Search**. A page containing information about cribs displays.

The screenshot shows the search results for "crib" on Productopia. At the top, there is a search bar with "crib" typed into it, and buttons for "Search", "enter email", and "Go". To the right of the search bar, there is a link to "FREE Newsletters". Below the search bar, the text "Search Results" is displayed, followed by "Search for: crib".

Underneath the search bar, there is a section titled "1 to 5 of 9 Category matches" which lists categories related to cribs:

- Baby > Cribs > Buying Tips
- Baby > Cradles & Bassinets
- Baby > Cradles & Bassinets > More from the Web
- Baby > Playpens > More from the Web

Below this, there is a section titled "5 of 17 Product matches" which lists specific products:

- 1 to 5 of 17 > Cribs > Angel Line Jenny Lind
- Baby > Cribs > Altg. > Child Craft Wall
- Baby > Cribs > Child Craft Walden 19701
- Baby > Cribs > Mordneau Series 1900

At the bottom right of the search results, there is a link "more matches".

## Let's Go Shopping! (continued)



### Did you know ...

Give your e-mail address and credit card information only to online companies you know and trust. Never provide your personal information in response to requests you receive through e-mail.

- Under **Product matches**, click an entry to display specific information about the crib and the buying instructions. The screen which displays is similar to the following:

The screenshot shows a Productopia search results page for "Baby > Cribs". A specific product, "Angel Line Jenny Lind", is highlighted with a large oval. The product details include a "Value Pick" image of the crib, a brief "Our Experts Say" blurb, and three purchase options: "Buy Online" (listing babygear.com, Baby Universe.com, and Bunnies.com), "Shop Offline" (listing Angel Line), and a "FREE Baby Newsletters" sign-up box.

- To buy the crib, you would click one of the options under **Buy Online** and follow the directions.
- Click **Home** to return to Productopia's Home Page.

The screenshot shows the Productopia Home page. A large oval highlights the "Home > Baby" link in the breadcrumb navigation. The main content area displays the "Angel Line Jenny Lind" crib product detail, identical to the previous screenshot but now viewed from the homepage.

## Let's Go Shopping! (continued)

## More Shopping Practice

Let's visit a different store. This time you'll buy some vitamins.

1. Type **http://mothernature.com** into the Address line of your screen.
2. Press **Go**. MotherNature's Home Page displays.



## Let's Go Shopping! (continued)

Shop at MotherNature.com whenever you want products or information that promote healthy living. The store offers a variety of natural products manufactured by companies who also make keeping the planet healthy a priority.



### Tip

*Use lower case letters when typing words into search boxes because lower case words will match any case.*

- Type the word **vitamins** into the Search box and select **All Products** from the pull down menu.

The screenshot shows the MotherNature.com homepage. At the top, there is a navigation bar with links for HOME, SHOP, LIBRARY, COMMUNITY, MY MOTHERNATURE, May 27, 2000, GUIDED TOUR, OUR GUARANTEE, and HELP DESK. Below the navigation bar is a search bar with the placeholder "Search: Entire Site" and a dropdown arrow. A magnifying glass icon is next to the search bar. The search term "vitamins" is typed into the search field. To the right of the search bar is a "Find" button with a magnifying glass icon. An oval highlights the search bar area. On the left side of the page, there are several promotional banners: "Limited-Time Offers" (clickrewards), "EARN 12%" (Join our Affiliate Network), "Save up to \$46 on shipping!" (Join Our Shipping Club), and "Your Messages" (with a link to "How much is shipping? Find out"). On the right side, there are three main categories: "Vitamins, Herbs, Minerals & More" (Top supplements from leading brands at healthy discounts), "Nature's Grocery" (Natural and organic foodstuffs, cleaning products and more), and "Diet & Fitness" (All-natural solutions for weight loss and sports nutrition). There is also a "Shop Our Departments" button with a small icon of a tree and leaves.

- Click **Find**. A list of vitamin products displays.

The screenshot shows the search results for "vitamins" on MotherNature.com. At the top, it says "Top Search Results for: Vitamins" and "MotherNature's Picks...". It lists four products under "Best Value":

- Vita-Super Vitamins, 50 Tablets (MotherNature.com) - Our Price: \$6.49
- Premier Line Life Essentials Multi, 90 Tablets (MotherNature.com) - Our Price: \$17.59
- Best Deal Essential One Daily, 60 Tablets (Essentials by MegaFood) - List: \$22.95 Our Price: \$19.51

Below this, there is a section titled "Full Lists of 'VITAMINS' products" with a link to "Vitamins". At the bottom, it says "Formulas and Solutions Containing the phrase 'VITAMINS'." with a link to "Baby/Infant Vitamins".

## Let's Go Shopping! (continued)

You will love the convenience of online shopping. Just keep the security tips at the beginning of this chapter in mind as you make your purchases. Have fun!

- For more information about a specific product, click its listing. A screen similar to the one pictured below displays.

The screenshot shows a product page from MotherNature.com. At the top, there is a navigation bar with links for HOME, SHOP, LIBRARY, COMMUNITY, MY MOTHERNATURE, CUSTOMER DISCOUNT, and HELP DESK. Below the navigation bar, there is a search bar with the placeholder "Search: All Products" and a "Find" button. To the right of the search bar, there is a link to "Back To: Store Departments > Vitamins, Herbs & More > Vitamins > Multivitamins". The main content area features a product image of a white bottle labeled "VITA-SUPER" with "50 TABLETS" and "VITAMIN SUPPLEMENT". To the right of the image, the price is listed as "Our Price: \$6.49". Below the price, there is information about the unit count (50 Tablets), serving size (1 Tablet), and servings per day (1). The availability is listed as "In Stock" with the UPC code 8750001021. There are two "Buy" buttons: a standard "Buy" button and a "Buy 12" button. A promotional message "Take 10% OFF!" is displayed. Below the product image, there is a section titled "Label Information" with a description of the product's purpose and a "Read Customer Reviews" link. At the bottom of the page, there is a cautionary note about the risks of accidental overdose of iron-containing products.

- To buy the product, click **Buy** and follow the directions on the screen to complete your purchase.



# Changing Your Settings

# 7

## In This Chapter

Settings, 7-2

Favorites, 7-3

This chapter describes how to customize some of the features of your Home Internet Appliance by using the **Settings** and **Favorites** buttons.



# Settings



See also ...

*For more detailed information on your Appliance settings and how to change them, refer to the Accounts and Settings section of online Help.*



Did you know ...

*Altering the text size setting does not change the size of the type on all Web pages. Choosing a larger type size also may alter the look of a Web site.*



Did you know ...

*Compaq recommends that you leave your sound settings on. They help confirm that your Internet connection and Your Home Internet Appliance are both functioning properly.*

## Personalizing Your Settings

You can change the settings on your Home Internet Appliance by using the **Settings** selection at the top of the Start Page.

Some of the changeable features include:

- Text Size—Use this setting to make the type size larger on Web pages.
- Sounds—Your Home Internet Appliance makes different sounds to help you know what is going on, to know when you need to intervene, and to prompt you to action. You can turn these sounds on and off as well as the dialing and connection sounds if you wish.
- Volume—Control the sound volume by using the volume control on your keyboard.
- Time Zone—You can change your time zone if you move from one to another.
- Password—You can change your logon password and other account information to maintain your user safety and security. You can also set a password to prevent unauthorized use when the Appliance is on.

# Favorites



See also ...

For more detailed information on creating and changing your favorites list, see the Favorites section of online Help.



Did you know ...

You only have room for 30 favorite Web sites. If you try to add page 31, you must delete an existing favorite.



Tip

If you give a favorite Web site a different name, make sure it is no more than 30 characters long.

## Maintaining Your Favorites Listing

As you surf the World Wide Web, you'll find that there are pages you want to visit again. *Favorites* are easy shortcuts that return you to a Web page you found interesting or helpful. The six Web sites you visit most frequently appear as direct links on your Start Page under the Favorites tab. In addition to these six favorites, you can store up to 24 more!

You can access your additional Favorites by doing one of the following:

- Click the **more...** selection under the **Favorites** tab on the Start Page
- Press the **Favorites** button on the keyboard

### On My Favorites Web page you can:

- Rename entries on your Favorites list
- Select a favorite page by clicking the page icon
- Delete entries from your Favorites list

### Adding a Favorite

1. Browse to the Web site you want to add.
2. Select the **page options** tab on the toolbar.
3. Select **add this page to my favorites** from the menu.
4. Rename the favorite if you wish by typing the new name in the text box.
5. Click **add to favorites** to add the link or **cancel** if you change your mind.



# Options and Accessories

# 8

## In This Chapter

Connecting a Printer, 8-2

Printing, 8-3

Connecting a Mouse, 8-4

Connecting External  
Speakers, 8-5

You can purchase a number of options to enhance the performance of your Home Internet Appliance. You can connect a printer, a scroll mouse, or external stereo speakers.

These options are available directly from Compaq over the Internet. Just click the **COMPAQ** button on the keyboard to access them. In the future, even more options will be offered



## Connecting a Printer

With the optional printer, you can print anything of interest from the Web.

### How Do I Connect a Printer?



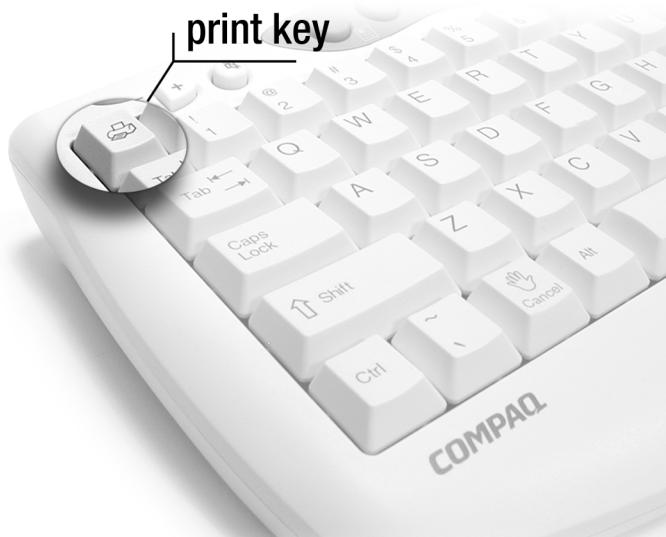
1. Plug the USB cable into the printer.
2. Plug the other end of the USB cable into any of the four available USB ports on the back of the Appliance as shown in the graphic above. Make sure that your cord is seated properly.
3. Plug the printer power cord into a power outlet.

It is not necessary to unplug your Home Internet Appliance from its power source before connecting your printer.

# Printing

It looks good on the screen. Now you want to print one or more pages of an e-mail or a page from a Web site.

## Using the Print Key

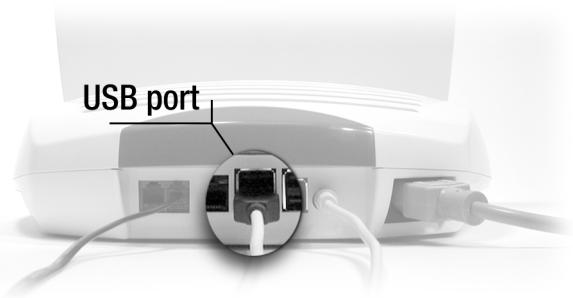


1. To print a page, press the **Print** button shown on the graphic above.
2. Select from the following options:
  - Print the page
  - Print the page in black and white
  - Get help

## Connecting a Mouse

The optional USB mouse can give you added control over the cursor.

### How Do I Connect a Mouse?

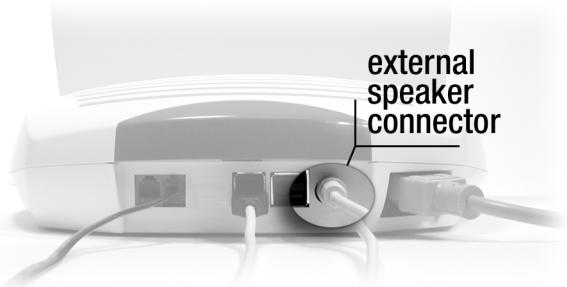


1. Plug the mouse cord into one of the USB ports on the back of the Appliance as shown in the graphic above.
2. Make sure that your port connector is seated correctly.

## Connecting External Speakers

Although your Home Internet Appliance comes with a built-in speaker, the installation of external speakers allows you to enjoy the many types of music found on the Web in stereo sound.

### How Do I Connect External Speakers?



1. Plug the speaker cable into the speaker connector shown in the graphic above. Make sure that your port connector is seated properly.
2. Refer to the information that came with the speakers to adjust the speaker volume.



# Getting Help

# 9

## In This Chapter

Where Do I Find Help?, 9-2

Troubleshooting, 9-4

Legal Notice, 9-11

This chapter provides solutions for many common Appliance-related issues and advice about when to contact technical support.



# Where Do I Find Help?

This chapter will help you solve many basic troubleshooting issues.

In addition to the information provided in this chapter, there are three other places to go for help:

- MSN Help
- Compaq Help and Information
- Warranty

## MSN• Online Help

The MSN online Help Center provides information on basic Internet topics such as e-mail, searching the Web, and security. You can also find a glossary of common terms and frequently asked questions (FAQs).

Click **COMPAQ** on the MSN Help Center Web page to find more information specifically about your Home Internet Appliance.

To access MSN online Help, click the **help** link on the MSN Companion **Start** Page.

---

## Compaq Help and Information

From the Compaq Help and Information Web page, you can access the following:

- The online Getting Started Guide
- FAQs
- Services and Support information
- Warranty
- Compaq.com
- Link back to the MSN help center
- Links for purchasing a printer and online printer Help
- Link to Compaq for purchasing Appliance options and accessories
- Other exciting links to products, services, and information

To access the Compaq Help and Information Web page, press the **COMPAQ** button on the keyboard.

## Where Do I Find Help? (continued)

### Warranty

If a problem persists and you are unable to resolve it yourself using the many sources of online help or the troubleshooting information in this chapter, then refer to your Certificate of Warranty for details and a phone number to call for assistance.

## Troubleshooting

The information on the next few pages identifies potential problems and possible solutions. If the first or second solution does not fix your problem, try all the solutions for the symptom. If you are still having trouble, try them a second time.

| Symptom  | Solution  |
|--|---|
| Cursor does not move properly or does not move at all    | <ul style="list-style-type: none"><li>• Make sure the keyboard is in clear line-of-sight with the Appliance and no further than 1 meter away.</li><li>• Check or replace the batteries in the keyboard.</li><li>• Make sure the batteries are installed correctly.</li><li>• Move the keyboard closer to the Appliance.</li></ul> |
| Web site or URL address not found or no response         | <ul style="list-style-type: none"><li>• Make sure the URL address is typed correctly</li></ul>  |
| Web site or URL address not typed in properly            | <ul style="list-style-type: none"><li>• Make sure the keyboard is in clear line-of-sight with the Appliance.</li></ul>  |
| There is cursor movement, but the system is unresponsive | <ul style="list-style-type: none"><li>• Press and hold the <b>Power On/Off</b> button for 10 seconds to reset the unit.</li></ul>   |

## Contacting Service and Support

If you are unable to fix your Home Internet Appliance using this troubleshooting section, call the technical support telephone number found in the Certificate of Warranty.

### Browser

## Troubleshooting (continued)

### Display

| Symptom                          | Solution  |
|----------------------------------|---|
| Text is dim or difficult to read | <ul style="list-style-type: none"><li>• Adjust the brightness and contrast controls until the text becomes clear.</li><li>• Adjust the font size.</li></ul>   |
| Screen is blank                  | <ul style="list-style-type: none"><li>• Adjust the contrast control on the display.</li><li>• Make sure the unit is turned on and plugged in.</li></ul>   |
| Colors look distorted            | <ul style="list-style-type: none"><li>• Adjust your viewing angle or the tilt of the display. Refer to the <i>Safety and Comfort Guide</i> for more information.</li><li>• Adjust the contrast.</li></ul> |

## Troubleshooting (continued)

### Keyboard

| Symptom                                    | Solution  |
|--|---|
| A key keeps repeating                      | <ul style="list-style-type: none"><li>• Make sure the keyboard is in clear line-of-sight with the Appliance.</li><li>• Make sure nothing is resting on the keyboard.</li><li>• Make sure the key is not stuck in a depressed condition.</li></ul>   |
| Keyboard is not responding                 | <ul style="list-style-type: none"><li>• Replace the batteries.</li><li>• Make sure the batteries are installed properly.</li><li>• Adjust the angle and distance of the keyboard from the screen.</li><li>• Clean the lens.</li><li>• Check that the infrared lens is not partially blocked by an object.</li></ul> |
| Keyboard works only from a few inches away | <ul style="list-style-type: none"><li>• Replace the batteries.</li><li>• Clean the lens.</li><li>• Check that the infrared lens is not partially blocked by an object.</li></ul>  |
| Keyboard is not level                      | <ul style="list-style-type: none"><li>• Position keyboard on a stable surface.</li><li>• Check that all the rubber feet are intact on the bottom of the keyboard.</li></ul>   |

## Troubleshooting (continued)

### Internet

| Symptom  | Solution   |
|--|--|
| System appears responsive (cursor moves), but cannot connect to the Internet | <ul style="list-style-type: none"><li>Verify that all telephone handsets on the same line are on the receiver.</li><li>Make sure that no one else is logged on to the same account through another unit or computer.</li><li>Check that the Appliance is connected to the phone line.</li><li>Test your phone line for dial tone and noise. If you have noise on your phone line, contact your telephone company and have the line checked.</li></ul>                                      |
| Dialing occurs but you fail to connect                                       | <ul style="list-style-type: none"><li>Make sure your MSN account is still active.</li><li>Call your Internet Service Provider if your account has expired.</li></ul>   |
| Connection fails repeatedly  | <ul style="list-style-type: none"><li>Verify that the mandatory area code is included in the number you are dialing or that you are dialing the correct fax number.</li><li>Have you moved, changed telephone numbers or area codes?</li><li>Follow the instructions in the screen dial up troubleshooting guide.</li></ul>  |
| Internet takes too long to download  | <ul style="list-style-type: none"><li>Some Web sites contain photos and graphics that can take a long time to download to your Appliance. Your Internet connection could also be slow due to heavy line traffic. Press <b>Cancel</b> and then <b>Refresh</b> to try again, or wait until a later time to access the site.</li><li>Your connection may be slow because of a noisy phone line. Move the Appliance to another location or try connecting to a different phone line.</li></ul> |

## Troubleshooting (continued)

### Printer

For additional troubleshooting assistance on your printer, also refer to the manufacturer's documentation.

| Symptom   | Solution   |
|---|--|
| Printer will not turn on  | <ul style="list-style-type: none"><li>Make sure the power cable is plugged into an AC power source.</li><li>Make sure the printer is turned on. If the printer has power, the power indicator light should be on.</li></ul>  |
| Printer is on, but will not print                                   | <ul style="list-style-type: none"><li>Check the cable between the printer and your Appliance. Make sure it is connected to the proper port. Make sure the cable is fully seated.</li></ul>   |
| Printer prints only in red or colors other than black               | <ul style="list-style-type: none"><li>The printer cartridge is out of black ink. Replace the printer cartridge. Refer to the printer manufacturer's documentation.</li></ul>   |
| Printer seems to be printing, but no characters appear on the paper | <ul style="list-style-type: none"><li>The print cartridge may be out of ink. Replace the cartridge. Refer to the printer manufacturer's documentation.</li><li>The cartridge nozzle may be blocked. Be sure the tape covering the nozzle of the printer cartridge is removed. Refer to the printer manufacturer's documentation.</li></ul> |
| Poor print quality  | <ul style="list-style-type: none"><li>The printer cartridge may be running out of ink. Replace the cartridge. Refer to the printer manufacturer's documentation.</li></ul>   |
| Some images are missing from the Web page printout                  | <ul style="list-style-type: none"><li>Some images are too large to print. If you were printing in color, try printing the page again in black and white.</li></ul>   |

## Troubleshooting (continued)

### Power

| Symptom                      | Solution  |
|------------------------------|---|
| Appliance will not turn on   | <ul style="list-style-type: none"><li>Check that the power cable is plugged into the wall outlet.</li><li>Check that the power indicator light is on. If not, the wall outlet or circuit may be bad.</li><li>The wall outlet is bad. Test the outlet by connecting a different electrical device to the outlet.</li></ul> |
|                              |   |
|                              |   |
|                              |   |
| Symptom                      | Solution  |
| Sound is too low or too high | <ul style="list-style-type: none"><li>Use the volume control buttons on the keyboard to change the volume level.</li></ul>  |
| Sound is distorted           | <ul style="list-style-type: none"><li>The volume may be set too high. Use the volume control buttons on the keyboard to change the volume level.</li></ul>  |
| Speakers may be damaged      | <ul style="list-style-type: none"><li>Call your Authorized Service Provider. See your documentation that came with the speakers.</li></ul>  |

## Troubleshooting (continued)

### System

| Symptom                           | Solution   |
|-----------------------------------|--|
| Appliance seems to have locked up | <ul style="list-style-type: none"><li>The Web site has stopped responding. Click the <b>refresh</b> button on the on-screen MSN Companion toolbar.</li><li>The Web site or other program in use has stopped responding to commands. Press and hold the <b>Power On/Off</b> button for 10 seconds to reset the unit</li><li>If pressing the <b>Power On/Off</b> button does not reset the Appliance, the batteries in the keyboard, or the keyboard itself, may need replacement.</li></ul> |

# Legal Notice

## Notice

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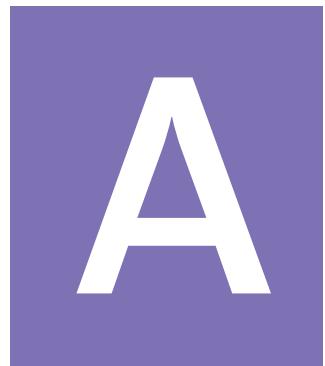
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The limited warranties for Compaq products are exclusively set forth in the documentation accompanying such products. Nothing herein should be construed as constituting a further or additional warranty.



# Appendix



## In This Chapter

Federal Communications Commission Notice, A-1

Canadian Regulations Governing the Use of Modems, A-6

European Union Notice, A-8

## Federal Communications Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by trying one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

# Federal Communications Commission Notice (continued)

## → Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

## Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

### Declaration of Conformity for products marked with the FCC logo - United States only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding this FCC declaration, contact:

Compaq Computer Corporation  
P.O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

(281) 514-3333

**Note: No product support is available when you call the number above.  
Refer to your Certificate of Warranty for the product support telephone number.**

To identify this product, refer to the Part, Series, or Model number found on the product.

## Telecom Network Approvals

## Telecom Network Approvals

The telecommunications device in your computer is approved for connection to the telephone network in the countries whose approval markings are indicated on the product label located on the bottom of the unit. Additional country approvals may be found on the Compaq web site. To view these approvals, visit <http://www.compaq.com> and perform a site search for the words "telecom network approvals." If a selection is available for your product, you may view and print the approval marks or numbers.

Selecting a country other than the one in which you are currently located may cause your modem to be configured in a way that violates the telecommunication regulations/laws of that country. In addition, your modem may not function properly if the correct country selection is not made. If when selecting a country a message appears that states that the country is not supported, this means that the modem has not been approved for use in this country and thus should not be used.

### U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the computer is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

### Ringer Equivalence Number

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

## Telecom Network Approvals (continued)

The REN for this device is less than 1.0B

An FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

## Telephone Consumer Protection Act

## Telephone Consumer Protection Act of 1991

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## Canadian Regulations Governing the Use of Modems

### Canadian Regulations Governing the Use of Modems

**NOTE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.



**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any

## **Canadian Regulations Governing the Use of Modems (continued)**

combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The Ringer Equivalence Number (REN) for this device is less than 1.0

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario L4B 3P6

## European Union Notice

### European Union Notice

Telecommunications Terminal Equipment with the CE marking comply with Telecommunication Terminal Equipment and Satellite Earth Station Equipment (TTE & SES) Directive (98/13/EC), the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the European Community.

Compliance with these directives implies conformity to the following European Norms or Regulations (in brackets are the equivalent international standards and regulations):

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety
- CTR21 (ETSI TBR21) - Attachment requirements for connection to the analogue PSTNs of terminal equipment

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

The equipment is designed to work with all EU telephone networks. However, the equipment may have interworking difficulties for some connections on the EU public networks. Dialing by loop disconnect pulses is not intended to be used on the PSTN. This feature is only supported in consideration of PBX or other equipment which requires pulse dialling.

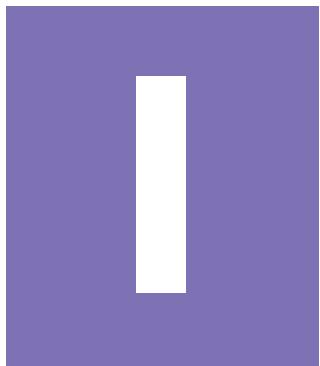
Network compatibility is dependent on software switch settings which are set automatically by the country selection. The user should contact the equipment supplier in case of difficulty in network settings.

## European Union Notice (continued)

If provided, use the Country Select Software supplied with the product to configure your modem for the country in which you are currently located. Selecting a country other than the one in which you are currently located may cause your modem to be configured in a way that violates the telecommunication regulations/laws of that country. In addition, your modem may not function properly if the correct country selection is not made.



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